

**How a parent can make a complaint/  
express a concern**

**I can talk to the class teacher**

**If I am still concerned, I can talk to the Designated Teacher  
for Child Protection**

**Mrs Kielty**

**or**

**Mrs Mc Conville, Deputy Designated Teacher**

**School Phone Number: 02890 627732**

**If I am still concerned. I can talk/ write to the Chairperson  
of the Board of Governors - Mrs Sharon Mc Gleave (02890 614823)**

**If I remain concerned, I can contact the Ombudsman's  
office in the following ways:**

**Telephone: 028 9023 3821**

**Freephone: 0800 34 34 24**

**Email: [nipso@nipso.org.uk](mailto:nipso@nipso.org.uk)**

**web: [nipso.org.uk](http://nipso.org.uk)**

**Freepost: Freepost NIPSO**

**or The Northern Ireland Public Services Ombudsman**

**Progressive House**

**33 Wellington Place**

**Belfast BT1 6HN**

**At any time I can talk to the social worker in:**

**Belfast Health & Social Care Trust**

**Gateway Team 028 90 507 000 or**

**PSNI, Central Referral Unit (028 90 259 299 or 101 ext 30299)**

- + If agreement cannot be reached and the person lodging the complaint remains dissatisfied, they will be advised to make a formal complaint in writing to the Board of Governors.**
- + The chairperson of the Board of Governors will undertake to investigate the complaint. This can either be investigated solely by the chair person or by a sub committee.**
- + If the complaint concerns a member of staff the chairperson, as part of their investigation, will advise the individual concerned that a complaint has been made. As part of the investigation the individual will be required to provide a response to the complaint.**
- + The chairperson will notify the person making the complaint that the issue is being investigated and will advise of the probable time limit by which a decision will be notified in writing.**
- + It is envisaged that any formal complaint will be dealt with within a two week time scale, however, if this is not possible a decision will be made within four weeks. The decision of the chairperson will be notified in writing to the person raising the concern or complaint.**
- + If the person raising the concern or complaint remains dissatisfied with the outcome of the Board of Governor's decision they may refer the matter directly to C.C.M.S who will follow their complaints procedure.**